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Bib Data Sheet

CONFIRMATION NO. 5622

<b>SERIAL NUMBER</b> 09/735,427	<b>FILING DATE</b> 12/12/2000 <b>RULE</b>	<b>CLASS</b> 709	<b>GROUP ART UNIT</b> 2152	<b>ATTORNEY DOCKET NO.</b> 11433RRUS01U/22171.177	
<b>APPLICANTS</b> Mark J. Holden, Allen, TX; Scott L. Orton, Allen, TX;					
<b>** CONTINUING DATA *****</b> THIS APPLN CLAIMS BENEFIT OF 60/174,199 01/03/2000 * <i>HP</i> (*) Data inconsistent with PTO records.					
<b>** FOREIGN APPLICATIONS *****</b> <i>HP</i>					
<b>IF REQUIRED, FOREIGN FILING LICENSE</b> <b>GRANTED ** 02/05/2001</b>					
Foreign Priority claimed <input type="checkbox"/> yes <input checked="" type="checkbox"/> no 35 USC 119 (a-d) conditions <input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> Met after met Verified and <i>HP</i> Acknowledged <i>HP</i> Allowance Examiner's Signature Initials		<b>STATE OR COUNTRY</b> TX	<b>SHEETS DRAWING</b> 3	<b>TOTAL CLAIMS</b> 30	<b>INDEPENDENT CLAIMS</b> 6
<b>ADDRESS</b> David L. McCombs Haynes and Boone, LLP 901 Main Street, Suite 3100 Dallas, TX 75202-3789					
<b>TITLE</b> System and method for dynamic queuing in an automatic call distributor					
<b>FILING FEE RECEIVED</b> 1130	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:		<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees ( Filing ) <input type="checkbox"/> 1.17 Fees ( Processing Ext. of time ) <input type="checkbox"/> 1.18 Fees ( Issue ) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit		